

Limitation of Tax Office Services in Response to COVID-19

As part of Government's efforts to deter the spread of COVID-19 for a period starting 16 March up to 5 April 2020, the Director General of Tax has issued a Press Release No.SP-09/2020 and Circular Letter No.SE-13/PJ/2020 that sets the following standards during this prevention period:

1. Tax return deadline extension

- a) Deadline of payment and submission of 2019 Individual Income Tax Return are postponed to 30 April 2020 at latest and not subject to administrative sanctions.
- b) Withholding tax returns for February 2020 can be submitted by 30 April 2020 at the latest and not subject to administrative sanctions. The tax payments of monthly tax compliance for February 2020 period should follow normal deadline.

In this regard, taxpayers are encouraged to use online channel to submit tax returns. Certain tax returns can be submitted through postal service if electronic submission is not yet available.

2. Channel for other services

- a) Tax services in the following premises that involve direct contact with taxpayers are temporarily suspended:
 - i. Tax service counter in Indonesian Tax Offices (ITOs) nationwide;
 - ii. Tax service not in the premise of ITO (except tax refund counter in airports); and
 - iii. One Door Integrated Service, such as Mall of Public Service.
- b) ITO to process taxpayer's application for tax services such as overbooking, tax exemption letter, or tax not-collected letter without the need of direct contact with the taxpayer.
- c) ITO to maintain communication with taxpayers on tax audit, tax collection, and tax objection through mail, telephone, email, chat, video conference and other online channel and to prioritize cases close to its due date.

- d) Tax Court proceedings to be conducted in accordance with health protocol on COVID-19.
- e) Acceptance of documents in hardcopy to follow health protocol on COVID-19.

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